

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

CF Machine & Tool

Florida Manufacturing Extension Partnership

Florida MEP Assists CF Machine and Tool, Inc., In Obtaining ISO 9001:2000 Certification

Client Profile:

CF Machine and Tool, founded in 1986 by Earl and Cindy Hildebrand, is a leading outsource for manufacturing in the southeastern market. The company has built an enviable reputation for high quality and service. They utilize state-of-the-art automated machining equipment, manual machines, and a highly skilled and experienced twelve-person, production team, to fabricate parts according to their client's specifications. Quality and precision are the primary objective. CF Machine and Tool is located in Jacksonville, Florida, and employs 15 people.

Situation:

CF Machine and Tool recognized the need for a method to define their quality objectives and drive continuous improvement in order to take their processes to a higher level and to enable them to gain market share and sustain their competitiveness. It was becoming apparent that more and more quotes were requiring ISO 9001:2000 certification. Through a recommendation by a local manufacturer, CF Machine and Tool contacted the Florida Manufacturing Extension Partnership (Florida MEP), a NIST MEP network affiliate, to assist them in pursuing this goal.

Solution:

Florida MEP staff prepared an implementation plan tailored to CF Machine and Tool's specific needs. Training included on-site classroom training, in-plant training sessions and on-the-job training modules. A management overview was conducted with the CF Machine and Tool process team which resulted in an approved project plan. Florida MEP staff worked with CF Machine and Tool process leaders to identify appropriate teams members who would address process steps, tasks and the documents needed for registration. A Quality Manual was developed which identified their unique business processes.

Results:

- * Achieved ISO 9001:2000 certification.
- * Hired 3 new employees.
- * Increased sales by 30 percent.
- * Achieved a more competitive and profitable position.

Testimonial:

"I am so pleased with the training and guidance received from the Florida MEP. I have willingly shared my very positive experience and success with many members of my local Manufacturers Association."

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Cindy Hildebrand, President